Note 1: RFI numbering system could be different for subcontractors, prime contractor, engineering home office and client. See example on next page

Note 2: RFI can be originated by anyone on site and can only be submitted by "RFI Coordinator Training" received personnel.

However, RFI should be assessed by subcontractor's project engineering team (single point of contact on site) before it is submitted to CMT Field Engineer /Home Office Design Engineering or client.

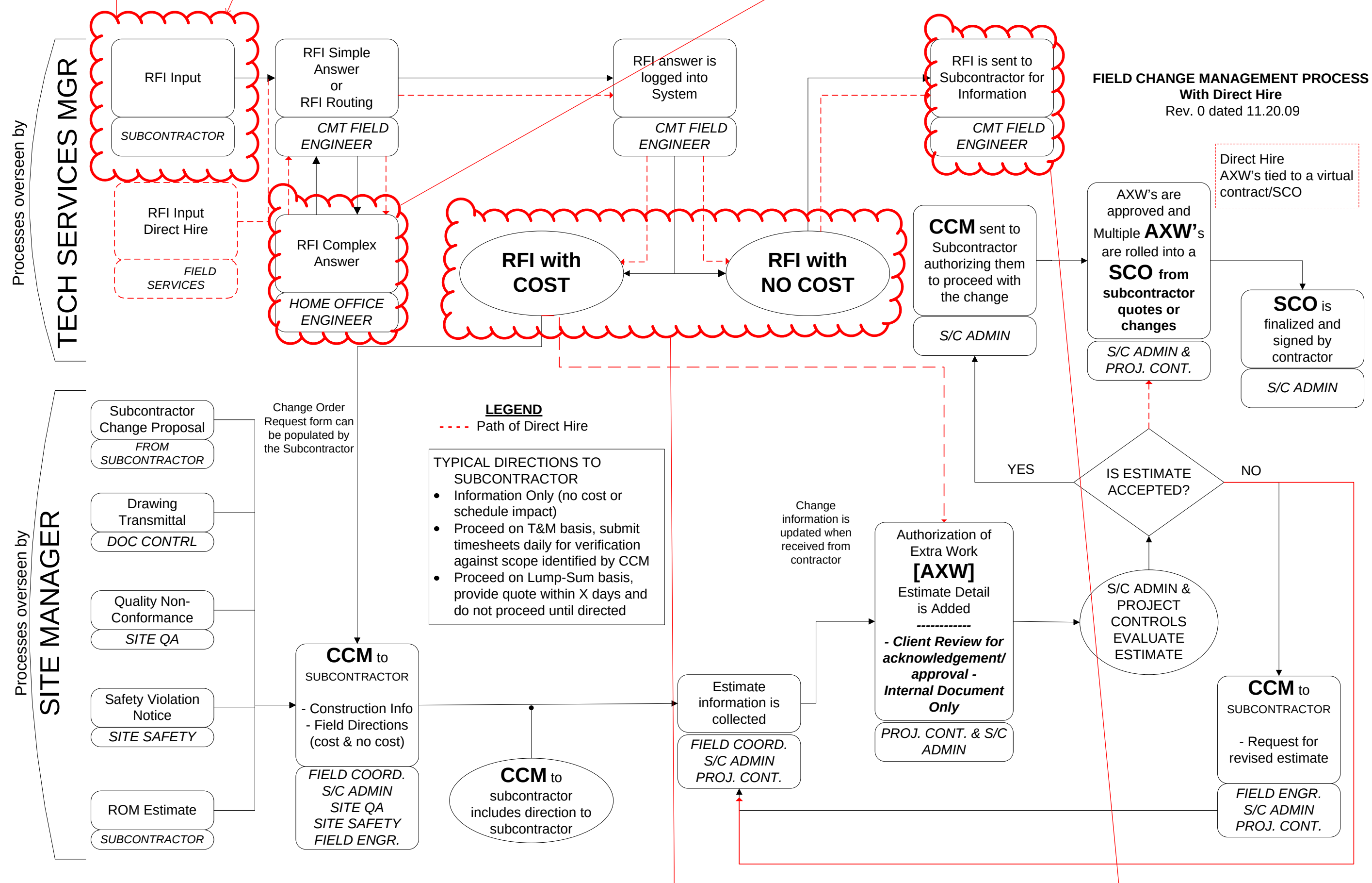
RFI can be rejected or sent back to originator for additional information along with explanation anytime during this process.

***RFI (Request For Information)***

Note 3: Single point of contact from CMT Field Engineer /Home Office Design Engineering or client distribute to people who are available or who has the most knowledge on that subject.

RFI can be rejected or sent back to originator for additional information along with explanation.

# Submit RFI (Request For Information) Introduction and Instructions




Note 5:

Subcontractors Field Engineering Team Cost/Schedule Review can be different than CMT Field Engineering Cost/Schedule Review.

Note 4: Distribution List @ Subcontractor's end.

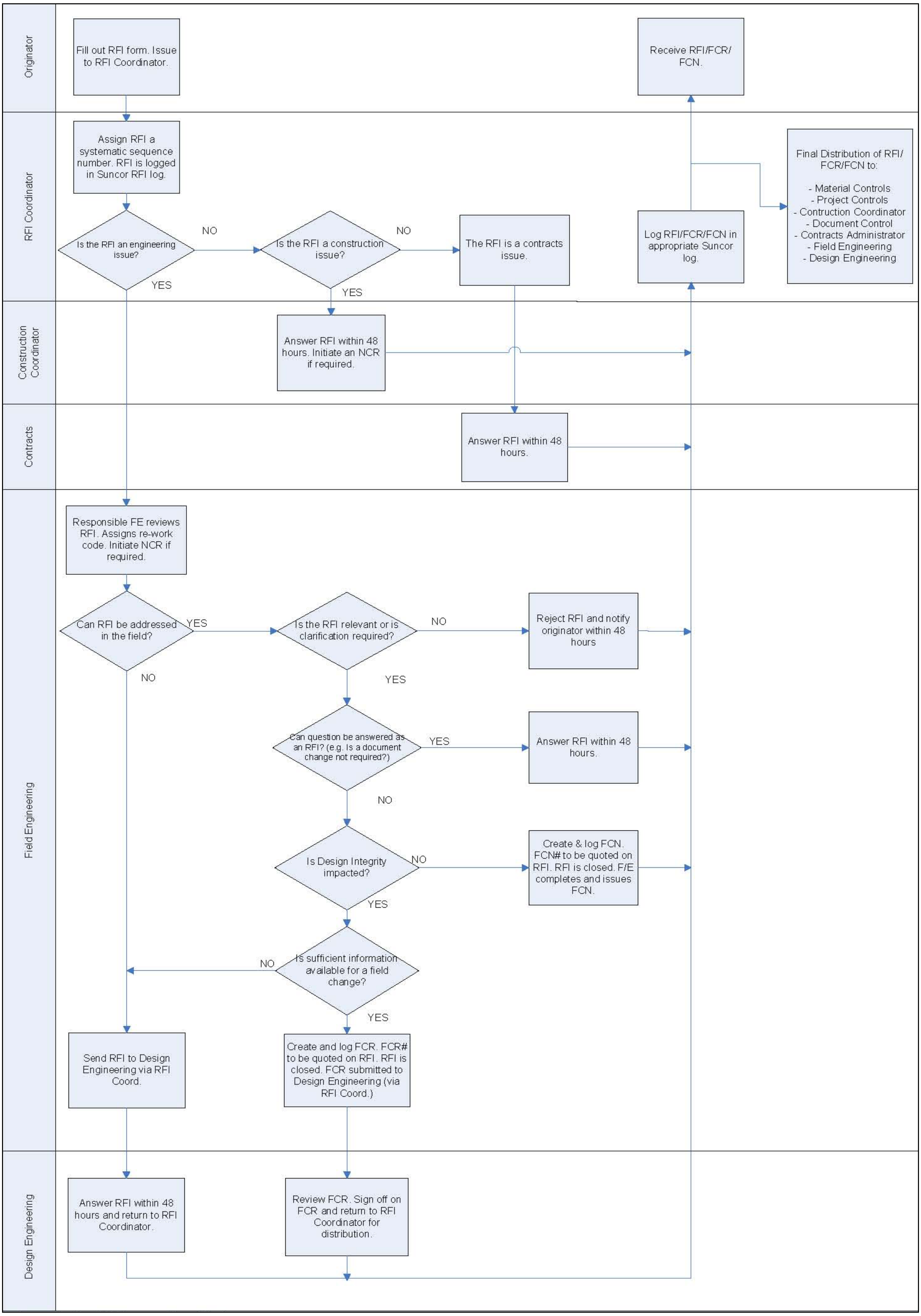
Subcontractors Field Engineering Team Maintains a "Distribution List" in this Web Based tool. Once the RFI is responded by CMT Field Engineer, RFI goes back to single point of contact from "Subcontractor's Project Engineering Team for Cost/Schedule Review.

# WEB BASED RFI PROCESS

SUNCOR ENERGY

# Appendix D

| | | |
|---|---|---|
| Department: | **MAJOR PROJECTS GROUP MEUD** | Number: **03-00025-01-30-2.4.4-11** |
| Subject: | **WORK PROCESS FLOW FOR RFI'S, FCN'S AND FCR'S** | Revision: **0** |



# RFI FORM PAPER BASE:

## REQUEST FOR INFORMATION (RFI)

Originator fields are ***RED*** and ***italic*** text, RFI Responder Fields are **GREEN** and **plain** text.

**Suncor RFI #:** ____________ **Change Management Code:** ____________

***Originator RFI #:*** ____________ ***Area:*** ____________
***Project #:*** ____________ ***Project Name:*** ____________
***Contract /P.O.#:*** ____________ ***Contract Name:*** ____________
***EWP #:*** ____________ ***EWP Name:*** ____________
***System Turnover #:*** ____________ ***Discipline*** ____________
***CWP #:*** ____________

***Information Requested***

***Reason Requested***

***Date Reply Required:*** ____________

***Remedial Proposal / Impacts***

***Reference Documents***

| *Title* | *Document #* | *Rev No.* | *Comment* |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

***Prepared By:*** ____________ ***Contractor/Company:*** ____________
***Date Submitted:*** ____________

**Submitted To:**

***RFI Coordinator:*** ____________ **Date:** ____________

**Responsible Engineer:** ____________ **Date:** ____________

**Response and Impacts:**

**Required Follow Up Documents** ☐ FCR ☐ FCN ☐ DCN ☐ TDN ☐ NCR ☐ PAR ☐ CMR

**Reference Documents: (Please indicate FCN/FCR/DCN/TDN/NCR/PAR/CMR# below if applicable)**

| Title | Document # | Rev No. | Comment |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |

**Response By:** ____________ **Date:** ____________

Notes:
1. RFI's are not change documents and cannot be used to direct a change in contract scope.
   Work undertaken without proper Suncor change documentation and authorization is at the Contractor's risk and expense.
2. RFI's shall not be used if the Originator recognizes an error, deficiency or any measurable deviation from specified requirements.
   In this case a Non-Conformance Report (NCR) shall be issued.
3. Suncor RFI # shall be referenced on all follow up documents (FCN/FCR/DCN/TDN/NCR/PAR/CMR).

RFI Form Should have these fields for RFI Originator to enter:
1. Information Requested
2. Reason Requested
3. Remedial Proposal / Impacts
4. Reference Document Information such as Doc #, Rev#, Doc Title, Comment etc.

Originator fields are RED and italic text, RFI Responder Fields are GREEN and plain text.

RFI response can be followed by
Required Follow Up Documents
Reference Documents: (Please indicate FCN/FCR/DCN/TDN/NCR/PAR/CMR# below if applicable)
Document Title, Document # Rev No.Comment

**Required Follow Up Documents** ☐ **FCR** ☐ **FCN** ☐ **DCN** ☐ **TDN** ☐ **NCR** ☐ **PAR** ☐ **CMR**

**Reference Documents: (Please indicate FCN/FCR/DCN/TDN/NCR/PAR/CMR# below if applicable)**

| Title | Document # | Rev No. | Comment |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |

RFI should be assessed by Project Engineer and Category should be selected tracking the trends.

| CHANGE MANAGEMENT CODES (See PEG-GP-0021 Appendix A for Descriptions) | | |
|---|---|---|
| CATEGORY "A" – DESIGN | A1 | Design Error |
| | A2 | Design Omission |
| | A3 | Discipline Error – Conflicting Design Information |
| | A4 | Engineering Changes |
| | A5 | Field Condition - Reasonable for Designer to check |
| | A6 | Field Condition – Unreasonable for Designer to check |
| | A7 | Change Required for Constructability / Operability / Maintenance |
| | A8 | Other Design Categories |
| CATEGORY "B" – VENDORS | B1 | Materials Error or Substitution |
| | B2 | Fabrication Error |
| | B3 | Design Related Error or Omission |
| | B4 | Damaged before Receipt or Missing Components |
| CATEGORY "C" – CONSTRUCTION | C1 | Field Fabrication or Construction Error |
| | C2 | Out of Sequence Work |
| | C3 | Construction Preference / Improvement |
| | C4 | Repair or Replacement due to Theft, or Damage during Construction |
| | C5 | Construction Safety |
| | C6 | Other Construction Categories |
| CATEGORY "D" - OPERATIONS | D1 | Requested Change for Operability |
| | D2 | Requested Change for Maintainability |
| | D3 | Other Operations Requests |

# RFI DISTRIBUTION:

Example Distribution List by Subcontractors:

| **Subcontracts** | | | | | | |
|---|---|---|---|---|---|---|
| **Maclok Bldgs.** | **Makloc Construction** | **GenMec** | **KTC Blg** | **Ganotec (Strg Tanks)** | **WIW (Specialty items)** | **VETs (HVAC)** |
| *-All Engineers* | *-All Engineers* | *-All Engineers* | *-All Engineers* | *-All Engineers* | *-All Engineers* | *-All Engineers* |
| *Omer Yarar* | *Omer Yarar 7002* | | *Omer Yarar 7001* | | | *Omer Yarar* |
| | | | | | | |
| Eric Federkeil | Eric Federkeil | Eric Federkeil | Eric Federkeil | Eric Federkeil | | Eric Federkeil |
| Robert Holmes | Robert Holmes | Robert Holmes | Robert Holmes | Robert Holmes | | Robert Holmes |
| John Hamstra | John Hamstra | John Hamstra | John Hamstra | John Hamstra | | John Hamstra |
| Mark Horvat <MarkH@makloc.com> | Jaden Lundell <JadenL@makloc.com> | Tom Schifflege <tschiffleger@genmecacl.com> | James Peacy <james.peacey@ktc-ip.com> | Kim Drake | | Dave Schroeder dschroeder@vetssheetmetal.com |
| | | Kevin Watson <kwatson@genmecacl.com> | Martin Peacey <Martin.Peacey@ktc-ip.com> | JEAN-FRANÇOIS POULIN ING. JR.<jeanfrancois.poulin2@ganotec.com> | | Dave Murray (murray@imecengineering.com) |
| | | | | Mathieu.Cote@ganotec.com | | |
| *notes* | *notes* | *notes* | *notes* | *notes* | *notes* | *notes* |
| Elec Buildings: 9001, 5004 and 2002 | Mechanical buildings: 7002, 2001 | Com Bldg (8001) | Bldgs 7001, 5001, 5003 and 5005 | ALL Storage tanks | Spcialty Items | HVAC |

Example Distribution List by Construction Work Areas:

| **Area 700** |
|---|
| **Area Manager** |
| Tom Hennessy |
| **Engineering** |
| Omer Yarar |
| |
| **E&I** |
| |
| Nicolas Lemieux |
| Bob Green |
| Vince Gagne |
| Trent Ziegler |
| Dustin Heerschop |
| Jean-Pierre Poulin |
| **Piping** |
| Don MacIsaac |
| Richard Williams |
| Ed Turnbull |
| Ryan Walper |
| Josh Caswell |
| **Structural** |
| Tiberio De Medeiros |
| Phil Jamieson |
| Al Rufiange |
| Don Behnka |
| Caleb Smith |
| |

| **Area 500** |
|---|
| **Area Manager** |
| Erik Wilson |
| **Engineering** |
| Cheryl Hoskin |
| |
| **E&I** |
| |
| Dave Thorne |
| Grigor Georgiev |
| Robert Fortin |
| Lindsay Duplessis |
| Krystal Reid |
| |
| **Piping** |
| Clarence Greenan |
| Nicolas Iacabaccio |
| Dale Wilson |
| |
| |
| **Structural** |
| |
| Phil Jamieson |
| Al Rufiange |
| |
| Martin Belley |
| |

# CASE STUDIES:

CASE #1
RFI response time is usually specified in the contract by client (48 or 72 hours). Some people may have different work schedule then other people.
Example:

Calgary Home Office Engineering Schedule 5&2 plus PDO.
Edmonton Mod Yard Schedule 5&1.
Construction Site Schedule 14&7, 10&4, 20&8, 9&5, etc.

Schedules should be entered in the RFI process system and just like Outlook Meeting Scheduling Assistance It should automatically show if the person is available or not. So there won't be unexpected waiting time for RFI response.

CASE #2:
RFI numbering system could be different for subcontractors, prime contractor, engineering home office and client.

SUNCOR ENERGY

**REQUEST FOR INFOF**

Originator fields are ***RED*** and ***italic*** text, RFI Resp

| | |
|---|---|
| **Suncor RFI #:** | **03-00025-01-20-C0-RFI-64-P-2724 Rev 1** |
| ***Originator RFI #:*** | JVD_5170-RFI-486 |

CASE #3
System numbers may not be available at the beginning of the project therefore a report should be populated by the database so project team can see the list of RFIs doesn't have the system numbers assigned yet.

CASE# 4
System, Sub-System number usually gets changed by turnover group due to on going work. System number must be changed only by turnover and/or CMT engineering at anytime.

CASE# 5
RFI responses sometimes subject to Redlining. CMT engineering should notify subcontractor's engineering team to red line applicable documents. Redlining status report should be populated by field engineering to identify the status of it.

CASE# 6
Hydro Test packs get effected by RFI response. Therefore, RFI numbers should be able tied to Hydro Test Pack numbers.

CASE# 7
RFI number should be tied to EWPs, CWPs, Drawing and Document. When building FIWP packages applicable RFIs will appear in Installation Work Package.

CASE# 8
Once the RFI is logged in Database, It should be easy to be searched by:
Tag number, EWP, CWP, System, Subsystem, RFI#, Contractor, Area, Follow up document type, number FCN, FCR, DCN, TDN, NCR etc.

CASE# 9
RFI may get revised several times, there should not be a new number given to an RFI that is decided to be revised by field and/or CMT engineering.

CASE# 10
RFI should be only closed once the work is completed in the field. Verification can be done by several parties:
1. Construction --> 2.Field Engineering, --> 3. Quality

Sometimes RFI doesn't require any field verification. RFI was submitted for verification. That RFI should be noted by field engineering to that field verification is not required. That type of RFI might not have any cost associated.

CASE# 11
RFI Originator can not change, RFI responder 's response and vice versa.
RFI notification goes to people who are affected by that RFI. Example: RFI Originator submits the RFI to CMT Engineering and then RFI gets assigned to an engineer at home office and every time there is a person assigned that goes as a notification to RFI originator.

# RFI REPORTS @ Contractor

RFI Reporting by Discipline

| Discipline Breakdowns | 5194 Nabiye RFI LOG Status 06/02/2015 | | | | RFIs Open by Time Period | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Submitted | Responded | Open | Closed | 2 Days | 3 Days | 4 Days | 5 Days | > 5 Days |
| Commercial | 13 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Planning | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| Earthworks | 24 | 24 | 0 | 20 | 0 | 0 | 0 | 0 | 0 |
| Civil | 318 | 317 | 0 | 166 | 0 | 0 | 0 | 0 | 0 |
| Structural | 315 | 311 | 4 | 165 | 0 | 0 | 0 | 0 | 1 |
| Piping | 533 | 526 | 7 | 246 | 0 | 0 | 0 | 0 | 0 |
| Glycol | 37 | 37 | 0 | 9 | 0 | 0 | 0 | 0 | 0 |
| Mechanical | 105 | 105 | 0 | 70 | 0 | 0 | 0 | 0 | 0 |
| Electrical | 657 | 639 | 18 | 284 | 0 | 0 | 0 | 0 | 0 |
| Instrumentation | 27 | 25 | 2 | 9 | 0 | 0 | 0 | 0 | 0 |
| QA/QC | 7 | 7 | 0 | 6 | 0 | 0 | 0 | 0 | 0 |
| Metallurgy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Insulation | 3 | 3 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| Building | 268 | 264 | 3 | 164 | 0 | 0 | 0 | 0 | 0 |
| Tanks | 51 | 51 | 0 | 30 | 0 | 0 | 0 | 0 | 1 |
| Grand Total | 2296 | 2260 | 34 | 1173 | 0 | 0 | 0 | 0 | 2 |

RFI Reporting by Areas

| Area Breakdown | 5194 Nabiye RFI Log Status | | | | RFIs Open by Time Period | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Submitted | Responded | Open | Closed | 2 Days | 3 Days | 4 Days | 5 Days | > 5 Days |
| 100 | 463 | 461 | 2 | 179 | 0 | 0 | 0 | 0 | 0 |
| 500 | 502 | 496 | 6 | 228 | 0 | 0 | 0 | 0 | 0 |
| 700 | 625 | 606 | 18 | 277 | 0 | 0 | 0 | 0 | 1 |
| 800 | 317 | 312 | 4 | 186 | 0 | 0 | 0 | 0 | 0 |
| ALL | 456 | 452 | 4 | 303 | 0 | 0 | 0 | 0 | 1 |
| Total | 2363 | 2327 | 34 | 1173 | 0 | 0 | 0 | 0 | 2 |

RFI Reporting status by CMT

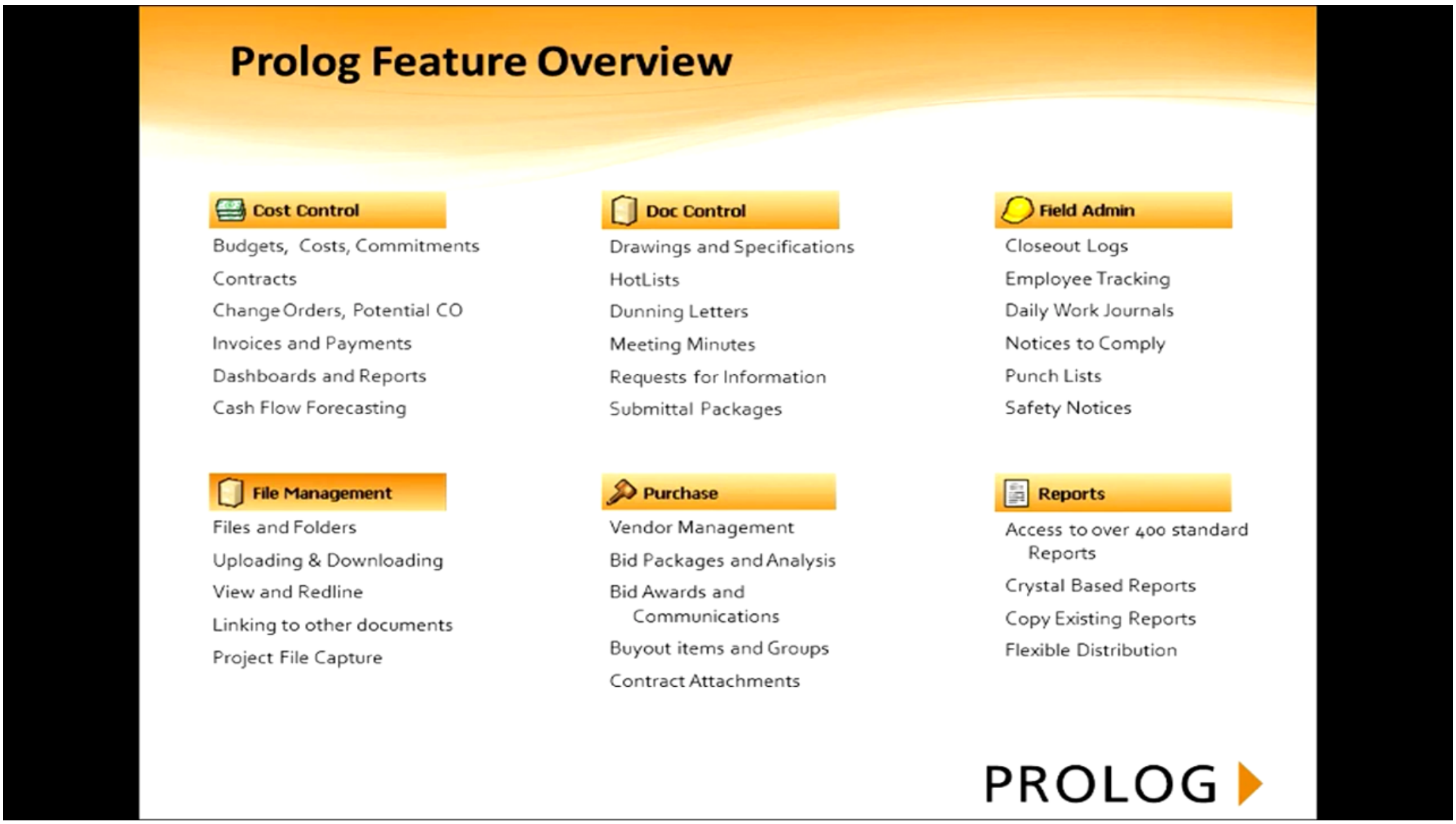
| Area Breakdown | 5194 Nabiye RFI Log Status | | |
|---|---|---|---|
| Jacobs Open RFIs | Submitted | Responded | Open |
| 100 | 441 | 439 | 2 |
| 500 | 489 | 496 | 6 |
| 700 | 607 | 606 | 16 |
| 800 | 274 | 312 | 3 |
| ALL | 456 | 452 | 4 |
| Total | 2267 | 2305 | 31 |

RFI Reporting by Subcontractors

| Company Breakdowns | 5194 Nabiye RFI LOG Status 06/02/2015 | | |
|---|---|---|---|
| | Submitted | Responded | Open |
| JVDP | 1635 | 1607 | 28 |
| JVDF | 329 | 329 | 0 |
| IDL | 16 | 16 | 0 |
| Workun Garrick | 2 | 2 | 0 |
| NorPoint | 1 | 1 | 0 |
| PSS | 1 | 1 | 0 |
| Pacer | 6 | 6 | 0 |
| MAKLOC | 95 | 95 | 0 |
| KTC | 71 | 71 | 0 |
| KTC Metrocan | 19 | 19 | 0 |
| GenMec | 52 | 52 | 0 |
| WIW | 9 | 9 | 0 |
| Ganotec | 44 | 44 | 0 |
| VETS | 20 | 19 | 1 |
| Rivard | 36 | 33 | 3 |
| Powell | 4 | 4 | 0 |
| Layfield | 1 | 1 | 0 |
| UEE | 8 | 8 | 0 |
| Grand Total | 1990 | 1962 | 32 |

# WEB BASED RFI DATABASE

Please watch
https://vimeo.com/55644335




http://www.meridiansystems.com/products/prolog/overview/

# WEB BASED RFI DATABASE

**Section Explanation:**

To Submit a RFI, we need to implement the following steps:

1. Select Project
2. Create RFI
3. Enter RFI Core Information
4. Enter RFI Notes
5. Enter RFI Impact
6. Enter Courtesy Copies
7. Attach Files
8. Assign W
9. Save RFI
10. Notification Sent/Received

**Legend Key**

| | | | |
|---|---|---|---|
| **Bold** | Converge Field or Menu Item |  | Select |
|  | Special Note | | |

1) Select your project from the **Portfolio view.**

Enter will take you directly to the project data and Edit will display the Project's general information.

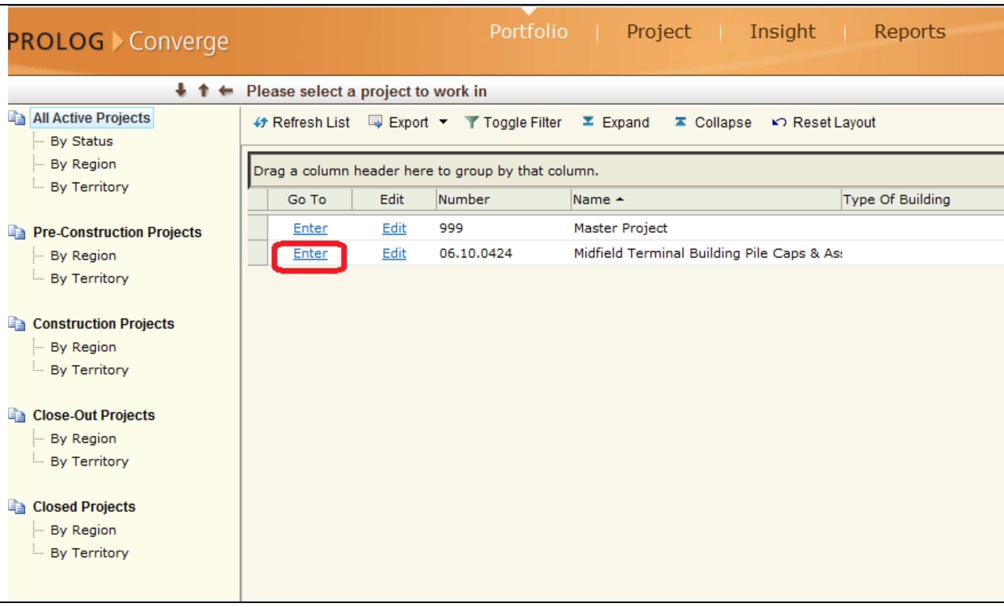



Figure 1.0

2) Select **Create** from The Document Control RFIs Menu

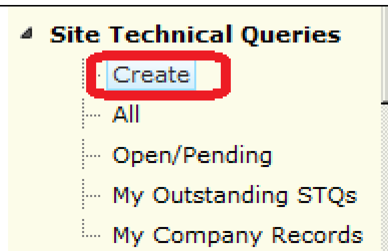



Figure 2.0

3) Enter RFI Info

Enter the following fields: **Subject**, **Importance**, **Discipline**, **Category**, **Author Number** (if applicable), **Question** (Click Add/View Comments…)

The following field will be auto-populated:
Number,
Date Created
Date Required,
Author Company,
Authored By

Several fields may be read-only depending on your permissions

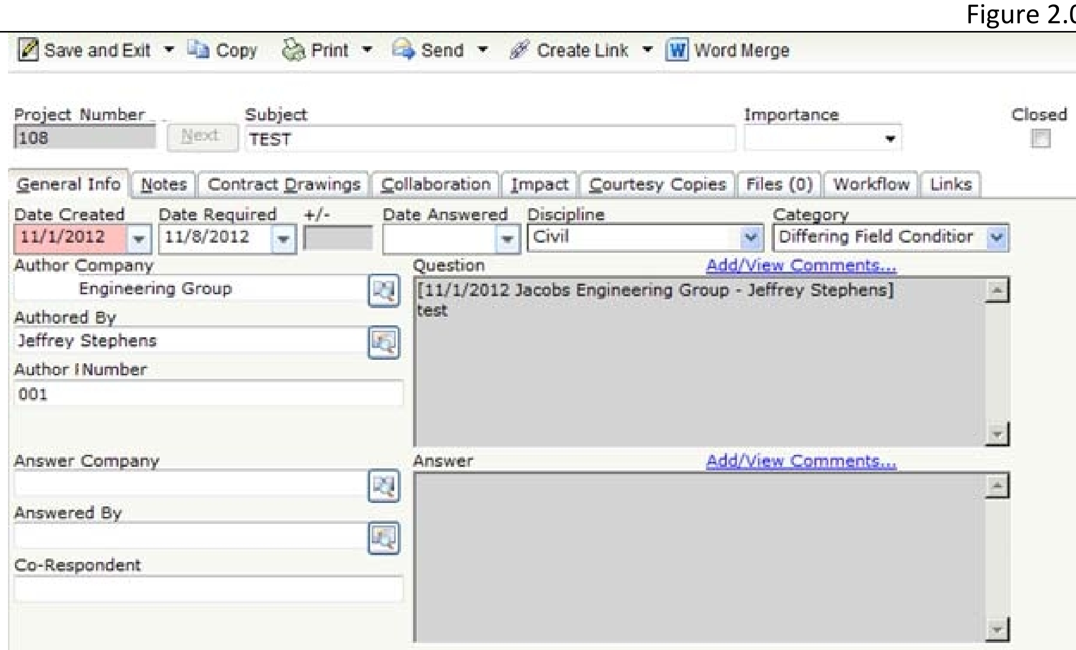



Figure 3.0

4) Enter Notes

Select the Notes Tab. Enter the **Suggestion**, **Spec Section**, and **Sketch** Numbers

Note:
1. Click the Add/View Comments to add the suggestion.
2. Comments may be read-only or not visible

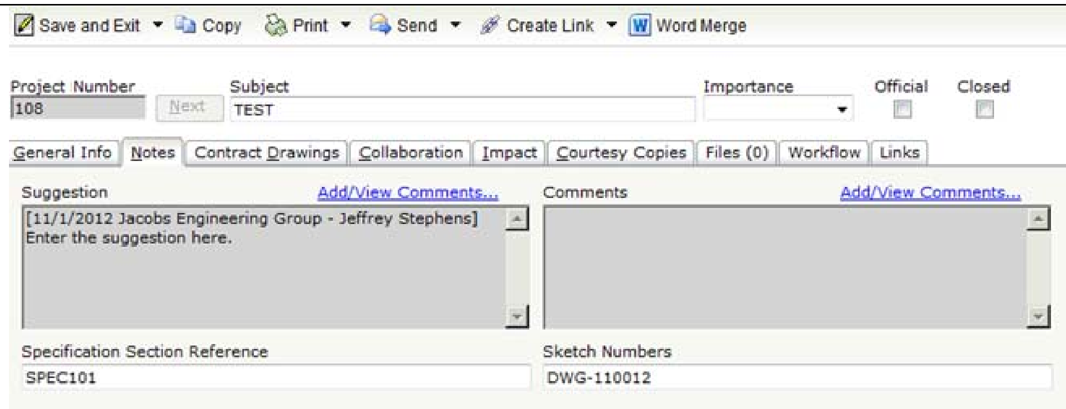



Figure 4.0

5) Enter Impact

Select the Impact Tab:

Enter **Cost Impact**
Note: If you enter Yes please enter an amount and comments.

Enter **Schedule Impact**
Note: If you enter Yes please enter the number of calendar days and comments.

Enter **Drawing impact**
Note: Please update the comments and check the Drawing update if applicable.

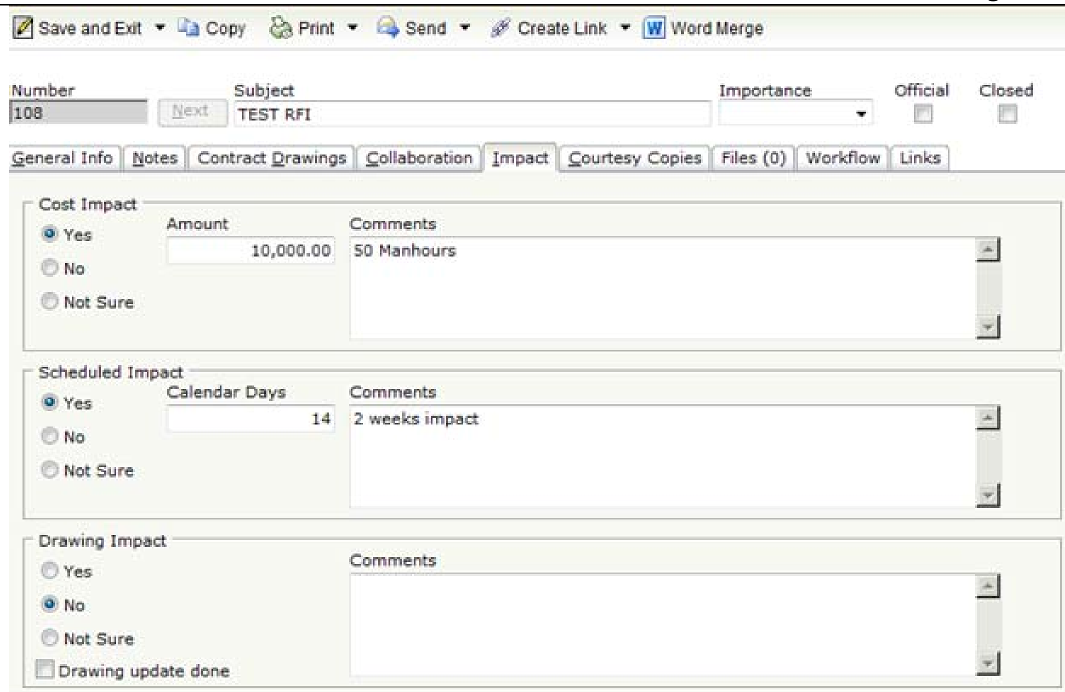



Figure 5.0

6) Enter Courtesy Copies

Select the Courtesy Copy tab: Add Contacts individually by clicking the **New** button and selecting or typing the contact name.

Suggested: Click the **Add** button.

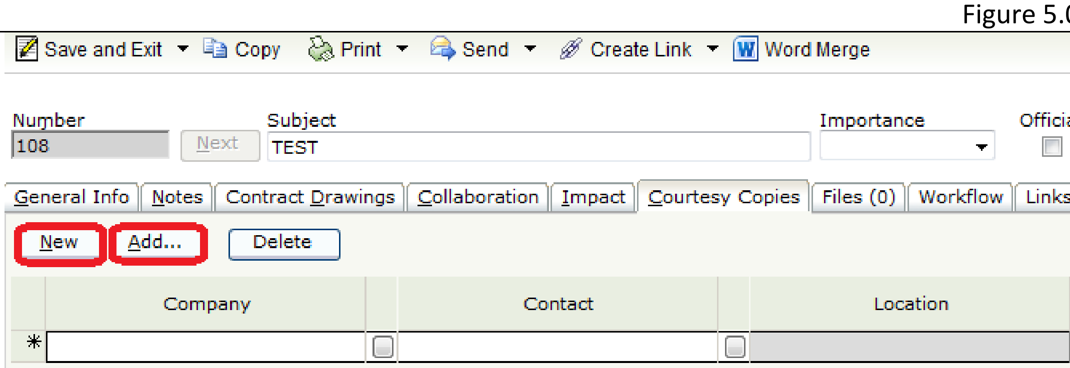



Figure 6.0

Clicking the Add Button will open the Contact Search for users or use the distribution list.

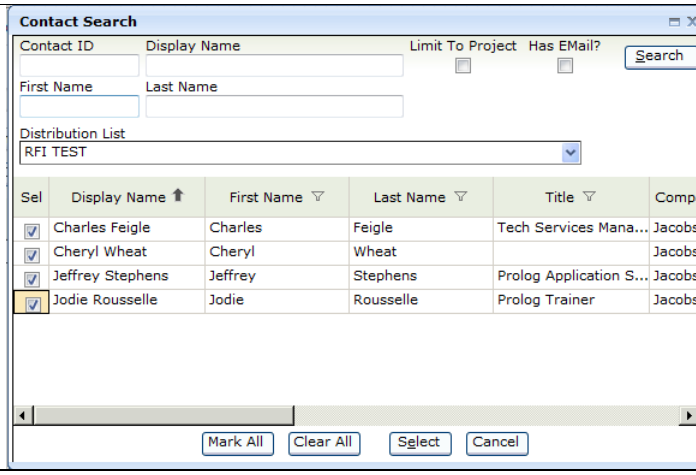



Figure 6.1

7) Attach Files

Select the Files tab:
The most effective way to add files it to use the **Quick Upload** function. You can also select **Attach Upload** function and the Document Manager will display.

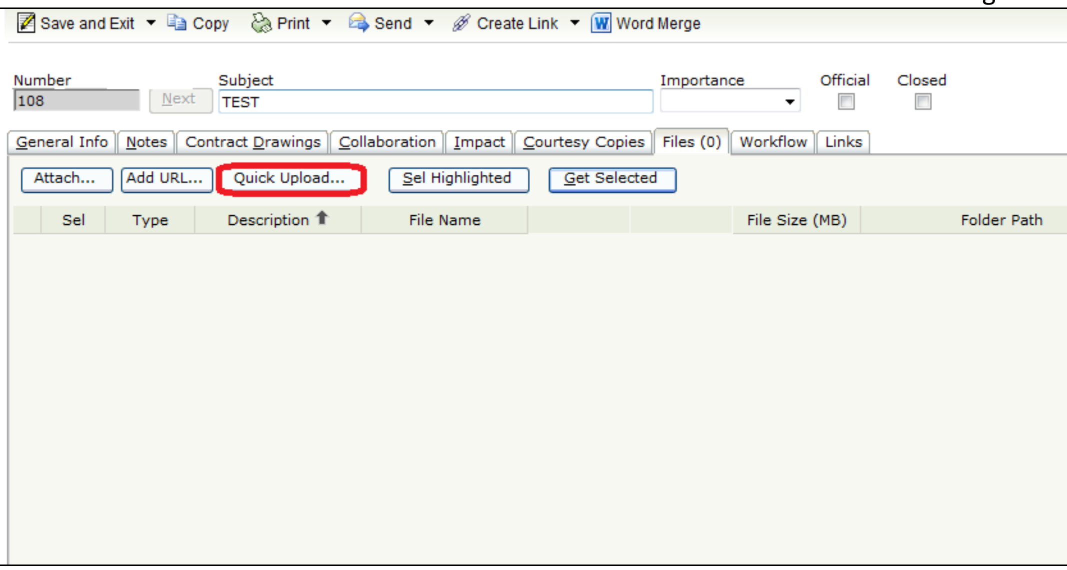



Figure 7.0

Select the **Browse** button.

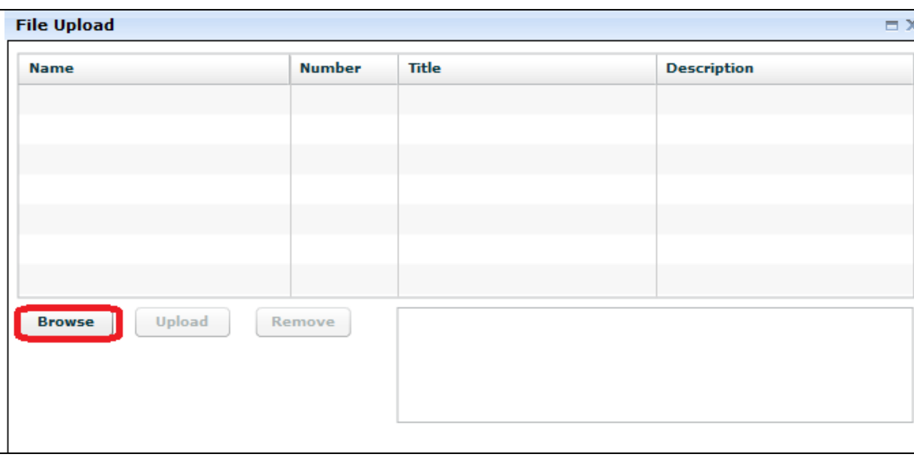



Figure 7.1

Select the Files that you wish to upload.

Update the following fields: **Number**, **Title**, and **Description**.

Click the **Upload** button.

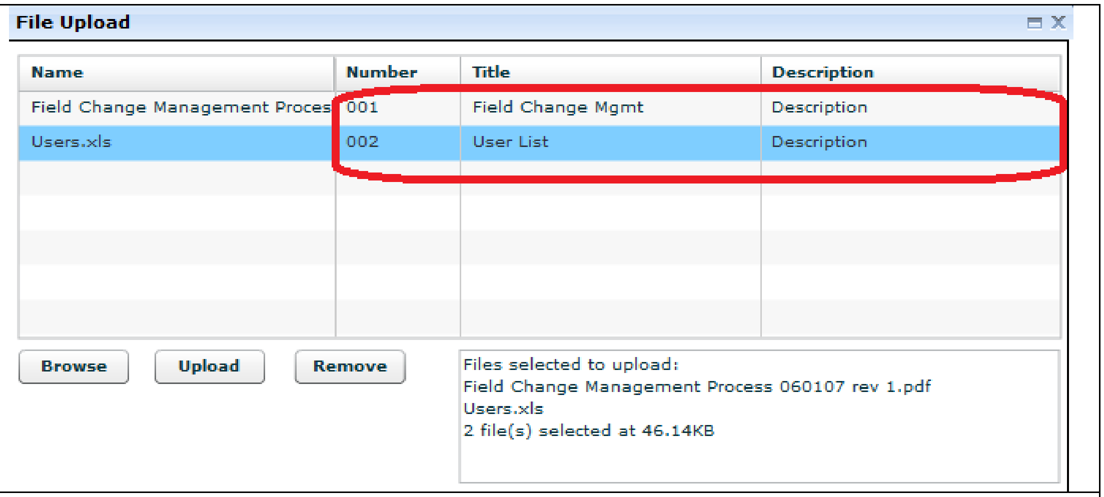



Figure 7.2

The Files will appear in the grid.

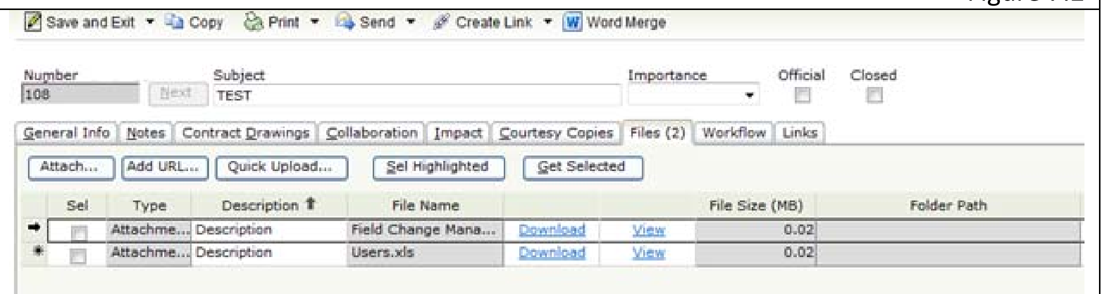



Figure 7.3

8) Assign RFI

Select the Collaboration Tab. Click the **New** Button:

Enter the **To Contact Information**.

★Note: You may simply type the contact name in First Name Last Name.

★Note: The following fields will be auto-populated: From Company, From Contact, Date Sent, Date Received, Action, Sent From, etc.

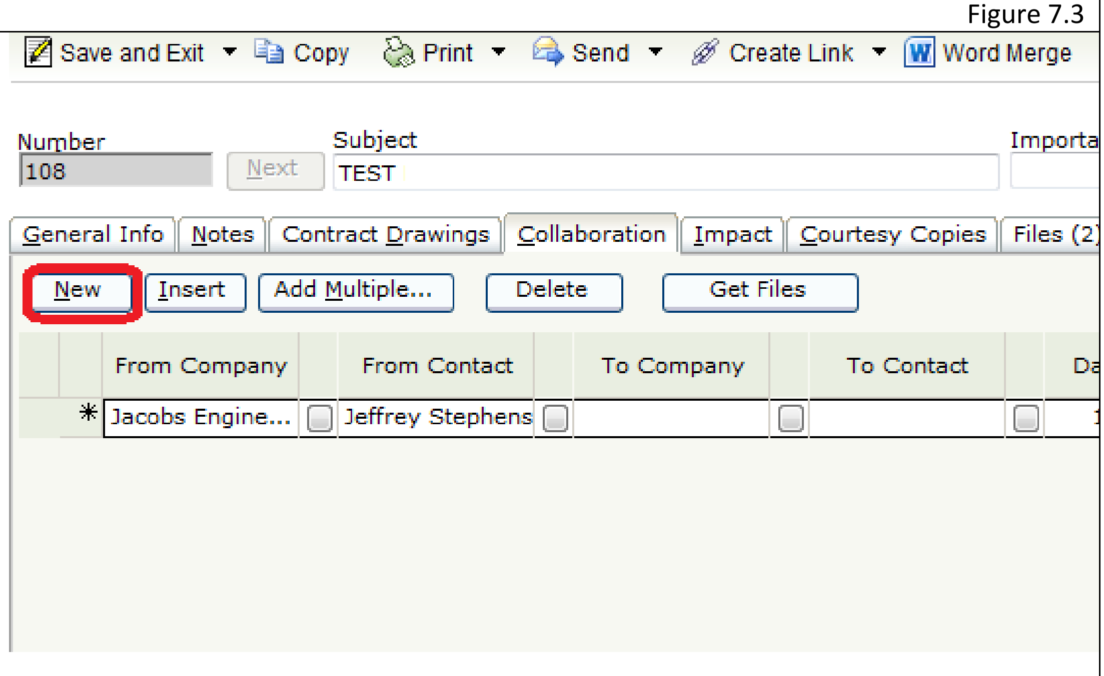



Figure 8.0

9) Save RFI

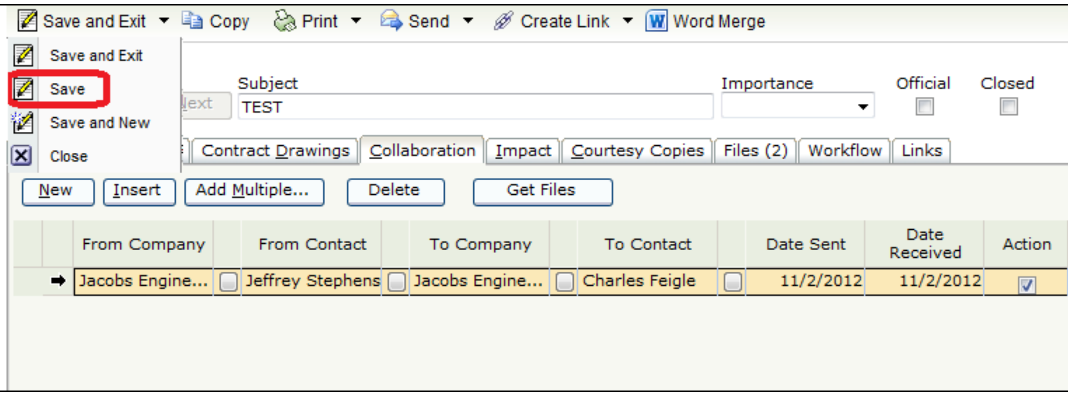
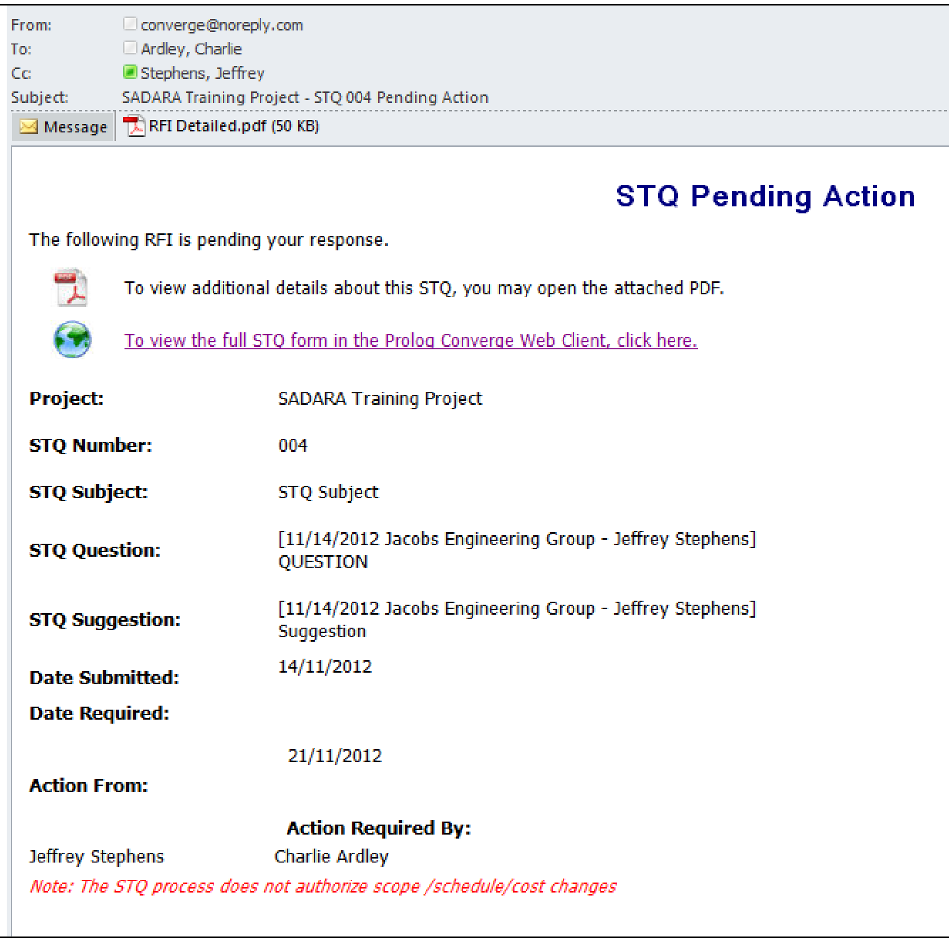



Figure 9.0

10) Notification

A Notification similar to the one right will be send to the TO Contact and the Courtesy Copy recipient will be on the CC line.



From: converge@noreply.com
To: Ardley, Charlie
Cc: Stephens, Jeffrey
Subject: SADARA Training Project - STQ 004 Pending Action
Message | RFI Detailed.pdf (50 KB)

**STQ Pending Action**

The following RFI is pending your response.

To view additional details about this STQ, you may open the attached PDF.

To view the full STQ form in the Prolog Converge Web Client, click here.

**Project:** SADARA Training Project

**STQ Number:** 004

**STQ Subject:** STQ Subject

**STQ Question:** [11/14/2012 Jacobs Engineering Group - Jeffrey Stephens] QUESTION

**STQ Suggestion:** [11/14/2012 Jacobs Engineering Group - Jeffrey Stephens] Suggestion

**Date Submitted:** 14/11/2012

**Date Required:** 21/11/2012

**Action From:** Jeffrey Stephens

**Action Required By:** Charlie Ardley

*Note: The STQ process does not authorize scope /schedule/cost changes*

Figure 10.0